

# Critical Information Summary

## nbn™ Small Business Broadband

50Mbps/20Mbps Unlimited GB

Monthly charges	
Data amount (downloads and uploads)	Unlimited GB
Average peak hour download speed (9am to 5pm AEST)	47.4 Mbps
Monthly charge	\$99.00
Total minimum price	\$99.00
Unit cost of 1GB of data	N/A

## Information about the service

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### What is the service?

nbn™ broadband from Connected 360 uses NBNSo infrastructure (such as fibre to the premises, HFC, fibre to the curb, or fibre to the node) to provide internet access at your home. This service offers fixed-line speeds of up to 50 Mbps during peak hours.

### Where is it available?

It's possible to use this service in any area where NBN has been deployed.

### What do I need to access the service?

- Where applicable, NBNSo will have to install equipment on the outside and inside of your house (close to a power outlet).
- If you're not on the NBN, you'll also need an NBN-ready modem/router (see "equipment fees" on next page).
- Customers who only use the National Broadband Network's FTTC service will also require an NBN network connection device, which is supplied by NBNSo for free.

### Important note for FTTN and FTTC customers:

The connection takes over your copper phone line. This implies that you'll need to switch to an IP phone service (internet-based phone) or lose your current landline connection, as the copper wire will be switched off.

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You may discover that all of the phone jacks in your building or premise are disabled.

During the move to a new phone system, we advise that you have a second line set up as a safety net for companies.

### What is included?

Features of this service including the following:

- No excess usage charges
- Static I.P address
- Service desk support from Connected 360

### Qualifications

Please note that we reserve the right to cancel or restrict your service if:

- Your bill is overdue or unpaid.
- You abuse Connected 360 staff.
- You breach our Connected 360 terms and conditions and/or fair use policy.

### Excess usage

There are no excess usage charges.

### Set-up fee

There are no setup fees for this service.

### Equipment fees

You aren't required to buy a Connected 360 modem/router, however we can send one over for a fee: the modem/router is \$160 plus shipping, while router mesh solutions range from \$249 to \$499 plus shipping. If you choose a router mesh option, you also need to purchase a modem/router.

### NBNCo New Development fee

If you are the first connection in a new development area, or the first connection in an established area where the number of premises has increased, NBNCo may charge a \$300 new development fee.

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### Potential other costs

- If you want to attach your internet connection with a phone plan or any of our bolt-on extras, your monthly charges may vary. Please see the relevant critical information summary for full terms and conditions on a phone service, as well as details on bolt-on features, and talk to one of our representatives.
- You are free to alter your plan at any time with no penalty. If you want to change your plan before the end of your monthly billing cycle, you will need to pay the difference between your existing plan and the new one. We do not provide pro-rated refunds on plan downgrades.
- It is your duty to have any necessary cabling properly installed by a certified contractor.

### Exit fee

There are zero exit fees for this particular service.

## Other Information

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### Customer Service

We have a staff of Australian professionals who can assist you with any technical support, account, or sales queries. Head to [connected360.com.au](https://connected360.com.au) to view our business hours and contact details.

### Complaints

If you have a complaint or dispute, please call (07) 5412 7321 and ask for the Resolutions team.

### Ombudsman

If you are dissatisfied with the result of your complaint after dealing with our dispute resolution procedure, you can seek independent mediation from the Telecommunications Industry Ombudsman (TIO). You may contact the TIO by calling 1800 062 058 or visiting [tio.com.au/making-a-complaint](https://tio.com.au/making-a-complaint) to resolve any issues.

### Connected 360

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